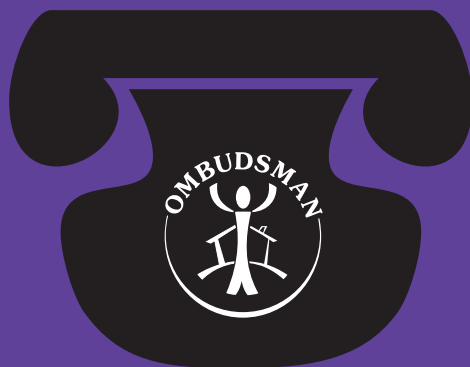


You can reach **YOUR**

**Long Term  
Care Ombudsman**

for information or assistance  
by calling the toll free number

**1-800-815-0015**



Serving Residents  
Aged 60 and over



State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz St., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015  
website <http://longtermcare.state.wi.us>  
email [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

# Should Your Facility



## You Still Have Rights!



# You have the right to:

- ☐ Be appropriately informed of the closing of the facility
- ☐ Attend relocation or discharge planning meetings
- ☐ Be provided information on alternative living arrangements and the options available
- ☐ Be assessed for eligibility for funding and supports to safely return to live in your home or community
- ☐ Visit other facilities to help you better decide where you'll live
- ☐ Be given advanced notice of and be actively involved in your discharge planning
- ☐ Seek representation by an Ombudsman, your County Case Manager, or a legal representative without fear of reprisal
- ☐ Expect to receive adequate care and treatment services during the closing process
- ☐ Meet with the facility staff to express your concerns, explore placement options or vent your frustrations
- ☐ Continue to attend and participate in facility activities
- ☐ Be notified of any changes that may affect you
- ☐ Seek a review of any discharge decision with which you disagree
- ☐ **Expect that your rights, while a resident of this facility, will not be violated**

## How can an Ombudsman Help?

### A Long Term Care Ombudsman Can Help Elders by:

**Discussing** with you and providing you information about long term care, in general, or helping you research a particular service or facility.

**Speaking for** your interests throughout the closure and advocating on your behalf.

**Accompanying** you to discharge planning meetings to advise you and support you in your choices for where to move.

**Consulting** to help you, your family, and the facility to avoid and resolve problems before they become crises.

**Investigating** complaints with the facility and suggesting solutions.

**Protecting your rights** and assisting you with your relocation efforts as the facility closes.